

WebRMS Troubleshooting FAQ

Q1: When I contact the CFIS Help Desk or a Fiscal Supervisor regarding participant, supervisor or coordinator issues, what information must I provide?

A: The email request should include; the issue, the user's cost pool, the Novell ID of the user (or other network ID if not on Novell) and the user's email address.

Q2: I have a participant or Supervisor that is not receiving their WebRMS notification email. What should I do?

A: Confirm the email address of the worker in the Maintain Sample Participant table. Check to see if it's going to the workers junk mail. If so, modify the Junk Mail handling. Check to see if it's going into Quarantine. If so, modify Trusted Senders in Quarantine.

Q3: We have a participant that is unable to open the link in the email. What should I do?

A: Verify that the email is set up to read HTML instead of Plain Text. An easy way to determine if settings for HTML have been set correctly is to view the observation link in the original observation moment notification. If the entire link is not highlighted in blue, then this will key you to look at the HTML settings. Instructions to set up HTML in GroupWise are located at: <http://jfs.ohio.gov/ofs/bcfta/TOOLS/TOOLS.stm#RMS>. You should also, verify that the agency's server is working properly and not blocking the Sivic Solutions' website.

Q4: When a PSCA worker is in SACWIS (a web based system) and they open the link to WebRMS it kicks them out of SACWIS. Is there any possibility of having WebRMS open in a new browser?

A: Yes, complete the following modification in GroupWise:
Tools \ Options \ Environment \ Default Actions \ Web Browser \ Open New Window

Q5: I forgot my password, how do I get it reset?

A: Requests for password resets must be sent by the RMS Coordinator or Alternate in an email to the CFIS Help Desk and must include all information stated in Answer 1 above.

Q6: How do I handle a control RMS hit when the supervisor designated to verify it is out?

A: The RMS coordinator can change participant(s) assigned supervisors in the WebRMS system. This is completed by going to the Participant menu and selecting Maintain Sample Participant. The coordinator will select the participant(s) that are assigned the supervisor that is out of the office. The supervisor is changed by updating the Supervisor ID field and then clicking on the Save button. Note: the supervisor should be changed back as soon as they return.

Q7: What happens to a control member hit if changed to "Paper" or "Phone"?

A: The hit is still valid, but will no longer be available for the supervisor to complete the Validation process. Control Members are currently over-sampled to accommodate for these types of occasional occurrences.

Q8: What should I do if the agency encounters server issues?

A: Attempt to verify the time frame in which the server encountered issues. From the control list, request confirmation from the participants scheduled to receive observation moments in this time frame to ensure, they received their original notification. If they did not, the RMS Coordinator should re-send the observation moment.